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1 8		APPLICANT	First Named Inventor	Kevin Mcpartlan	
				Art Unit	2145
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Sheet	1	of	1	Attorney Docket Number	DO-047524/P152CP1/10613139

			U.S. PA	TENT DOCUMENTS	
C	Cit-	Document Number	Publication Date	Name of Patentee or Applicant	Pages, Columns, Lines, Where Relevant
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^{*}EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant

¹ Applicant's unique citation designation number (optional). ² See attached Kinds Codes of USPTO Patent Documents at www.uspto.gov or MPEP 901.04. ³ Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). ⁴ For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the application number of the patent document. ⁶ Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. ⁶ Applicant is to place a check mark here if English language Translation is attached.

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^{*}EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 608. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

filed 1/26/2007

Examiner Signature	/Patrice Winder/	Date Considered	06/23/2007
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(Use Several Sheets If Necessary) Applicants: Kevin McPartlan et al. Group Art Unit: 2153 2145 Filing Date: July 31, 2003 (37 CFR § 1.98(b)) U.S. PATENT DOCUMENTS Serial / Patent Number Examiner Initials Subclass Issue Date Applicant / Patentee Class Filing Date /PW/ AA 5,325,423 06/28/94 Lewis 379 90 11/13/92 /PW/ ΑB 5,488,411 01/30/96 Lewis 348 8 03/14/94 /PW/ AC 5,612,730 03/18/97 Lewis 348 8 03/03/95 /PW/ AD 5,835,126 11/10/98 Lewis 348 8 03/15/96 ΑE ΑF AG AH ΑĪ ΑJ FOREIGN PATENTS OR PUBLISHED FOREIGN PATENT APPLICATIONS Translation Document Number **Publication Date** Country / Patent Office Subclass Class Yes No ΑK ΑL AM ΑN ΑO OTHER DOCUMENTS (Including Author, Title, Date, Relevant Pages, Place of Publication) ΑP AQ AR AS ΑT ΑU ΑV ΑW ΑX ΑY ΑZ /Patrice Winder/ 06/23/2007 Examiner: Date Considered: Initial citation considered. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant. **EXAMINER:**

Sheet 1 of 1 FORM PTO-1449 (Modified) U.S. Department of Commerce Patent and Trademark Office Serial No.: 10/633,018 Attorney Docket No.: NUASI-00106 MAY 2 2 2006 INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Use Several States If Necessary) Applicants: Kevin McPartlan et al. Group Art Unit: 2133 2145 (37 CFR § 1.98(b)) Filing Date: July 31, 2003 **U.S. PATENT DOCUMENTS** Examiner Initials Serial / Patent Number Applicant / Patentee Subclass Filing Date Issue Date Class /PW/ 12/31/97 265.02 AA 6,704,409 B1 03/09/04 Dilip et al. 379 ΑB AC ΑD ΑE ΑF AG ΑH ΑI ΑJ FOREIGN PATENTS OR PUBLISHED FOREIGN PATENT APPLICATIONS Translation Document Number Country / Patent Office Subclass **Publication Date** Class Yes No ΑK AL AM AN ΑO OTHER DOCUMENTS (Including Author, Title, Date, Relevant Pages, Place of Publication) ΑP AQ AR AS ΑT ΑU A۷ ΑW AX ΑY

/Patrice Winder/

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FORM PTO-1449 (Modified) U.S. Department of Commerce Patent and Trademark Office Serial No.: 10/633,018 Attorney Docket No.: NUASI-00106 INFORMATION THE STATEMENT BY APPLICANT (Use Several Sheets If Necessary) Applicants: Kevin McPartlan et al. Group Art Unit: 2183 2145 (37 CFR § 1.98(b)) Filing Date: July 31, 2003 **U.S. PATENT DOCUMENTS** Examiner Initials Serial / Patent Number Issue Date Applicant / Patentee Class Subclass Filing Date /PW/ ΑA 6,614,902 B1 9/2/03 Rizzetto 379 265.11 11/5/99 ΑB AC ΑD ΑE ΑF AG ΑH Αl ΑJ FOREIGN PATENTS OR PUBLISHED FOREIGN PATENT APPLICATIONS Translation Document Number **Publication Date** Country / Patent Office Class Subclass Yes No ΑK AL AM AN ΑO OTHER DOCUMENTS (Including Author, Title, Date, Relevant Pages, Place of Publication) ΑP AQ AR AS ΑT ΑU AVΑW AXΑY ΑZ /Patrice Winder/ 06/23/2007 Examiner: Date Considered: Initial citation considered. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant. **EXAMINER:**

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Applicants: Kevin McPartlan et al.

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U.S. Department of Commerce FORM PTO-1449 (Modified) 0 7 2004 Attorney Docket No.: NUASI-00106 Serial No.: 10/633,018 INFORMATION DISCHASURE STATEMENT BY APPLICANT (Use See 14 Sheets Hardensters) Applicants: Kevin McPartlan et al. Group Art Unit: 2153- 2145 Filing Date: July 31, 2003 (37 CFR § 1.98(b)) **U.S. PATENT DOCUMENTS** Serial / Patent Number Examiner Initials Issue Date Applicant / Patentee Class Subclass Filing Date /PW/ 12/31/98 6,445,695 B1 09/03/02 Christie, IV 370 352 AΑ /PW/ 09/22/98 370 352 ΑB 6,529,499 B1 03/04/03 Doshi et al. /PW/ 370 217 02/23/99 АC 01/06/04 6,674,713 B1 Berg et al. /PW/ 370 401 12/08/99 ΑD 02/03/04 Mousseau et al. 6,687,251 B1 /PW/ 238 08/24/00 709 ΑE 6,766,377 B1 07/20/04 Grabelsky et al. ΑF AG ΑH ΑĬ ΑJ ΑK ΑL AM AN AO FOREIGN PATENTS OR PUBLISHED FOREIGN PATENT APPLICATIONS Translation Document Number Class Subclass **Publication Date** Country / Patent Office Yes No ΑP ΑQ AR AS ΑT OTHER DOCUMENTS (Including Author, Title, Date, Relevant Pages, Place of Publication) ΑU ΑV ΑW ΑX ΑY ΑZ BA /Patrice Winder/ 06/23/2007 Date Considered: Examiner: Initial citation considered. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant. EXAMINER:

Sheet 1 of 1 FORM PTO-1449 (Modified) U.S. Department of Commerce Patent and Trademark Office Serial No.: 10/633,018 Attorney Docket No.: NUASI-00106 ON DISCLOSURE STATEMENT BY APPLICANT (Use Several Sheets If Necessary) Applicants: Kevin McPartlan et al. Group Art Unit: 2135 2145 Filing Date: July 31, 2003 (37 CFR § 1.98(b)) **U.S. PATENT DOCUMENTS** Examiner Initials Serial / Patent Number Issue Date Applicant / Patentee Class Subclass Filing Date /PW/ 6,366,577 BI 04/02/02 370 352 06/02/00 AA Donovan ΑB AC AD ΑE ΑF AG ΑH Αl ΑJ ΑK ΑL ΑM ΑN ΑO FOREIGN PATENTS OR PUBLISHED FOREIGN PATENT APPLICATIONS Translation Document Number **Publication Date** Country / Patent Office Class Subclass Yes No ΑP ΑQ AR AS ΑT OTHER DOCUMENTS (Including Author, Title, Date, Relevant Pages, Place of Publication) ΑU

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Applicants:Kevin McPartlan et al..

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FORM PTO-1449 (Modified) U.S. Department of Commerce Patent and Trademark Office Serial No.: 10/633,018 Attorney Docket No.: NUASI-00106 INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Use Several Sheets if Necessary) Applicant: Kevin McPartlan et al. Group Art Unit: 2145 Filing Date: July 31, 2003 (37 CFR § 1.98(b)) U.S. PATENT DOCUMENTS Examiner Initials Serial / Patent Issue Date Class Subclass Filing Date Applicant / Patentee Number /PW/ 04/04/00 348 16 03/01/97 6,046,762 Sonesh et al. AA AB AC ΑD ΑE ΑF AG ΑH Αĭ ΑJ ΑK ΑL ΑM AN AO FOREIGN PATENTS OR PUBLISHED FOREIGN PATENT APPLICATIONS Translation Document Number **Publication Date** Country / Patent Office Class Subclass Yes No ΑP ΑQ AR AS ΑT OTHER DOCUMENTS (Including Author, Title, Date, Relevant Pages, Place of Publication) /PW/ ΑU "Declaration of Kevin McPartlan", 2 pages /PW/ ΑV Dr. D. E. Brown, "The Interaction Center Platform", Interactive Intelligence, April 6, 2001, pp. 1 of 31 M. Taylor, "Integrated Versus Unified CTI - What's the Difference?", Interactive Intelligence, http://www.inin.com/news/presscoverage/presscoverage.asp?id=14, August 2, 2001, pp. 1 of 9 /PW/ AW CosmoCom, "CosmoCall Universe™ Technology Overview", http://www.cosmocom.com/Productinfo/techover.htm, August 2, 2001, pp. 1 of 3 /PW/ AX /PW/ ΑY "Using SNMP to Manage Your Call Center More Efficiently", 2001 Aspect ΑZ ΒA BB BC 06/23/2007 /Patrice Winder/ Examiner: Date Considered: **EXAMINER:** Initial citation considered. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

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